



COMMISSIONER OF PATENTS
Alexandria, VA 22313-1450

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Serial No.: 09/431,01
Filed: November 1, 1999
Group Art Unit: 2640

AUG 27 2003

Technology Center 2600

Date: August 20, 2003

Attorney Docket No.: DAVOX-164X

Sir:

In re application of: Anderson et al.

Entitled: RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM AND METHOD

Transmitted herewith is an **Notice of Appeal** in the above-identified application. The following checked items are applicable:

☒ A Petition for Extension of Time for 1 month(s) is hereby made under \$1.136(a)
☐ is hereby appointed Associate Attorney by:

Registration No.:

Attorney of Record: Paul J. Kroon, Jr., Esq

Registration No.: 51,902

☒ Other: Check 12403 in the amount of \$215.00 is enclosed, specifically: \$16 for Notice of Appeal fee and \$55.00 for 1 month extension of time fee
Applicant claims small entity status.

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 7	3	=	x \$84.00 =	0
Total 33	33	=	x \$18.00 =	0
[] Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
SUBTOTAL ADDITIONAL CLAIM FEE				0
Small Entity filing, divide by 1/2.				0
TOTAL ADDITIONAL CLAIM FEE				0

☒ No additional claim fee.

☐ The claim fee has been calculated above; check number in the amount of is enclosed.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under \$1.16 associated with this communication or credit an overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents Alexandria, VA, 22313-1450 on August 20, 2003.

SUBMIT IN TRIPLICATE

Paul J. Kroon Jr.
Attorney of Record: Paul J. Kroon, Jr., Esq.
Registration No. 51,902